



Department of Health

Three Capitol Hill
Providence, RI 02908-5097

TTY: 711
www.health.ri.gov

2015 HEALTH Primary Care Physician Survey

Frequently Asked Questions (FAQ)

The 2015 Primary Care Physician Survey will be available online from March 27, 2015 to April 17, 2015. If you have questions about the survey, please read this FAQ first. If the FAQ does not answer your questions, please email the Survey Administrators at DOH.PCSurvey@health.ri.gov.

BACKGROUND

1. Why is the Department of Health (HEALTH) collecting information about my Health Information Technology use?

The state legislature mandated that HEALTH publicly report information about physicians annually as part of the Healthcare Quality Reporting Program. Collecting information about your Health Information Technology (HIT) use helps us to better understand and plan for HIT use in Rhode Island.

2. Why is HEALTH collecting information about Primary Care Physicians?

We use data from this survey to update Rhode Island's federally designated Health Professional Shortage Areas (HPSAs). Shortage designations are used to help Rhode Island's primary care community access more than 30 federal programs, including National Health Service Corps Loan Repayment, Enhancement Payments, Cost-Base Reimbursement, Health Professional Shortage Area Physician Bonus, Electronic Health Record-Health Professional Shortage Area Incentive Payment Increase, and academic training programs that assist with recruitment and retention of our primary care workforce.

3. Why is HEALTH collecting information about the practices where I provide primary care?

HEALTH is conducting this survey as part of a legislative mandate to conduct health system planning. The information gathered in the survey will be used to identify health service needs in the state and focus resources where they are needed most to improve healthcare in Rhode Island.

4. Why is this mandatory? What does "mandatory" mean?

The state legislature has directed that HEALTH publicly report information about physicians and that HEALTH collect information to conduct health system planning. Non-response is reported as non-use of HIT. This may affect your eligibility to secure HIT-based incentives from the health plans.

ELIGIBILITY & COMPLETION

5. What's the survey URL again?

You can access the survey by typing the following into your Web browser:
<https://www.surveymonkey.com/s/2015PrimaryCareSurvey> (note the "s" on https).

6. How long is the survey open?

The survey is open for three (3) weeks, from March 27, 2015 to April 17, 2015.

7. Who is eligible to complete this survey?

Physicians (MDs and DOs) are eligible to complete the survey if they have active RI licenses, are in active practice, and provide primary care services and direct patient care.

8. I'm not a primary care physician. Should I complete this survey?

This survey targets physicians (MDs and DOs) who provide primary care. If you are a physician who does not provide primary care, or an APRN or PA, you will complete the HIT portion of the survey later in the spring of 2015.

9. This doesn't really apply to me. Is it intended for me? Should I complete it?

The survey is required of all primary care physicians. Please respond to the best of your ability to each question, even if it does not feel directly applicable.

We have created pathways for office/outpatient- and hospital/inpatient-based physicians to tailor the HIT-related questions to differing usage in each of those settings, but realize that the questions may not directly apply to all

Primary Care Physician Survey Frequently Asked Questions (FAQ)

practice patterns. If your practice is not office/outpatient or hospital/inpatient-based, please choose the option that best reflects your clinical practice.

10. I'm retired. Why did I get this survey?

The physicians who received this survey are those that HEALTH identified as holding a current Rhode Island physician's license and as providing primary care services in Rhode Island. If you have retired since the database was last updated, you may be included. You can opt not to respond to the survey, knowing that your lack of response will be reported as non-use of HIT (which is likely accurate). You can also complete the first few questions, which will allow us to appropriately exclude you from the survey analysis and report.

11. I practice abroad or in a state other than Rhode Island. Why did I get this survey?

The physicians who received the survey were identified through HEALTH's licensure database. You received a survey notification if you have a current RI license. Data are only reported for physicians with mailing addresses in RI, CT or MA. You can ignore the survey, but please note that non-response will be reported as non-use of HIT. You can also complete the first few questions, which will allow us to appropriately exclude you from the survey analysis and report.

12. Can my Office Manager complete the survey?

The survey asks very specific questions about your work as a physician and how you use HIT. It is best answered by you, not your Office Manager. It should take about 10 minutes to complete. At the end of this survey you will be asked to identify your practice(s') administrator(s). They will be asked to provide information about the practice sites where you work.

TECHNICAL ASSISTANCE

13. I didn't get a copy of the survey. Can you send me one?

The survey is electronic, not on paper. This helps to save you time, since it incorporates skip patterns automatically based on your responses. You can access the survey by typing the following into your Web browser:

<https://www.surveymonkey.com/s/2015PrimaryCareSurvey> (note the "s" on https)

14. Can I complete the survey on paper?

No, the survey is electronic. This helps to save you time, since it incorporates skip patterns automatically based on your responses.

15. I tried to access the link, but I couldn't get to the survey.

- If you are typing the URL into your Web browser, please make sure you include the "s" on "https."
- If you are copying and pasting the URL, please make sure that the full URL is pasted into your browser.
- If you still have trouble, please contact HEALTH at DOH.PCSurvey@health.ri.gov. We will make every effort to respond to your inquiry within two (2) business days of receipt.

16. I completed the survey. Can I get a confirmation?

No, at this time we are unable to generate confirmation emails. If you need confirmation of your survey completion, please print the thank you page (i.e., the last page of the survey) from your Web browser.

17. Can I start the survey and return to finish it later?

No, unfortunately once you begin the survey you must complete it in one sitting.

HEALTH INFORMATION TECHNOLOGY-BASED INCENTIVES

18. How does this survey affect my Blue Cross & Blue Shield of Rhode Island (BCBSRI) fee increase?

HEALTH partners with BCBSRI to minimize the data collection burden for you, but does not determine BCBSRI's fee schedule. Please contact BCBSRI directly with questions.

19. How does this survey affect my United Healthcare of New England (UHC) incentive payment?

HEALTH partners with UHC to minimize the data collection burden for you, but does not determine UHC's incentive payment. Please contact UHC directly with questions.

20. How does this survey affect my Tufts Health Plan incentive payment?

HEALTH partners with Tufts to minimize the data collection burden for you, but does not determine Tufts' incentive payment. Please contact Tufts directly with questions.

21. Does this survey determine "Meaningful Use" for the Executive Office of Health and Human Services (EOHHS)?

No, the 2015 Physician HIT Survey will capture most of the required elements of Meaningful Use in the pathway for office-based physicians, but it will not be used to determine eligibility for incentives or payment adjustments (i.e.,

Primary Care Physician Survey Frequently Asked Questions (FAQ)

penalties). However, responses may guide state efforts to educate and support physicians implementing electronic health records (EHRs) and applying for incentives.

HEALTH INFORMATION TECHNOLOGY MEASUREMENT & REPORTING

22. What measures are publicly reported based on my responses?

We calculate four measures based on your responses, including use of: (1) “EHR components” (Y/N), (2) level of EHR use (0-100 scale), (3) use of EHR for patient engagement (0-100 scale), and (4) e-prescribing (Y/N).

23. How were the survey and its measures created?

HEALTH and Healthcentric Advisors led the design of the HIT questions in partnership with EOHHS, BCBSRI, UHC and the Rhode Island Quality Institute, and with input from physician stakeholder groups. These partnerships help ensure that the survey collects information to support a variety of state needs, while minimizing your data reporting burden.

24. I am in the middle of transitioning to a new EHR vendor. Do I answer based on my old EHR or my new EHR?

Answer based on the EHR with which you have the most familiarity, which for most physicians will be their old system. You will have an opportunity to provide information on your new system next year.

COMMENTS

25. It's unfair of HEALTH to report HIT use, but not pay for me to adopt an EHR.

We recognize that there are many barriers to HIT adoption. The survey provides you with an opportunity to help us understand your unique situation and barriers. Please note that your free-text comments are not publicly reported at the individual physician level.

26. I'd like to tell you about my positive/negative experiences with EHRs or e-prescribing.

We welcome your input. The survey provides you with an opportunity to share your thoughts. Your free-text comments are not publicly reported at the individual physician level.

PRIMARY CARE PRACTICE INVENTORY SURVEY

Within the 2015 Primary Care Survey you will be asked to provide contact information for the administrators at the practices where you provide primary care services. We are requesting this information so that we can send the inventory survey questions to a single point of contact within each practice. This portion of the survey will be administered after the end of the physician survey period.

27. Who should fill out the inventory survey?

The primary care inventory survey should be filled out by an office manager, practice administrator, or member of the practice's managerial staff. The inventory survey has been combined with two other annual surveys: the primary care shortage survey and the HIT survey. Physicians will submit the email address of a practice administrator when they complete their portion of the survey. HEALTH will identify one practice administrator for each practice to receive a link, via email, to the inventory survey.

28. Does the practice administrator need to prepare anything in advance to complete the survey?

Yes. The inventory survey requires that data be accessed prior to starting it. The practice administrator will need to know the National Provider Identifier (NPI) of each physician in the practice, insurance sources for patients, demographic information for patients (including location of primary residence), number of personnel by service category, and the information technology system used in the practice.

29. How long will the inventory survey take?

The inventory survey requires that data be accessed prior to starting it. Once this data is readily available, which includes information about patients' insurance source and demographics as well as practice personnel, the survey will take about 30 minutes to complete.

30. Where will the information submitted in the survey go?

The information you submit for the inventory survey will go to HEALTH. The data will be used to evaluate service needs in the state, and to accordingly complete a state health plan based on the needs identified. Results will also be made publicly available in aggregate and in an easy-to-understand manner.

ADDITIONAL QUESTIONS

31. My question wasn't answered here. What should I do?

Please contact HEALTH at DOH.PCSurvey@health.ri.gov with additional questions. We will make every effort to respond to your inquiry within two (2) business days of receipt.